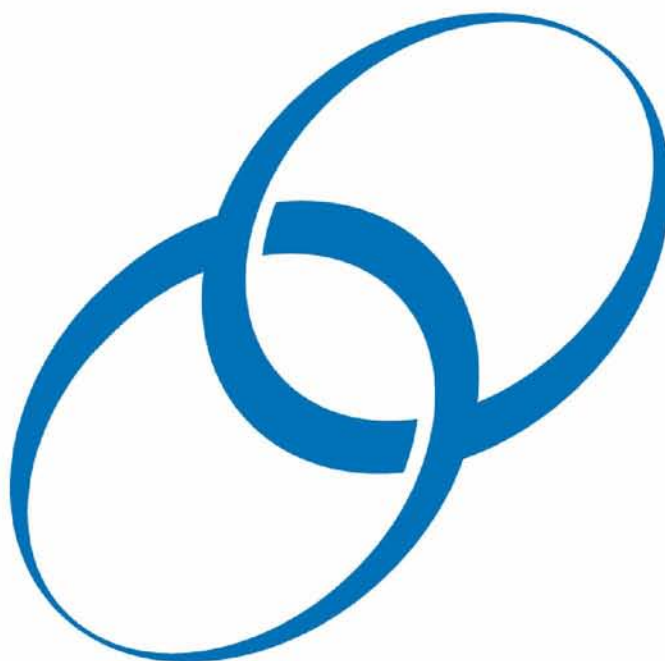


# Appendix L

## Substantive Changes



***DIVISION OF VOCATIONAL REHABILITATION***

Casper District Office  
851 Werner Court, Suite 120  
Casper, WY 82601  
Phone & TDD (307) 261-2172  
FAX # (307) 472-5601



DAVE FREUDENTHAL  
GOVERNOR

October 22, 2004

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Room TW-B204  
Washington, DC 20554

Reference: Notice of substantive changes in Wyoming's Telecommunications  
Relay Service program

Ladies and Gentlemen:

Pursuant to the Federal Communications Commission's rules, 47 C.F.R. §64.605(f), the State of Wyoming, Department of Workforce Services, Division of Vocational Rehabilitation hereby notifies the Commission that as a result of a competitive bidding process Hamilton Telephone Company was selected as Wyoming's new provider of Telecommunications Relay Service (TRS). Hamilton began processing Wyoming relay calls on August 1, 2004.

In addition to the provision of traditional relay service, the Contract between the Division of Vocational Rehabilitation and Hamilton Telephone Company contains the provision of enhanced voice carry over (VCO) service.

The State of Wyoming certifies that Wyoming's Telecommunications Relay Service program continues to meet federal minimum standards since implementing the substantive change in providers.

The website address for Wyoming Relay, which is found on the FCC's website under both Wyoming TRS Page ([http://www.fcc.gov/cgb/dro/trs\\_wyoming.html](http://www.fcc.gov/cgb/dro/trs_wyoming.html)) and Telecommunications Relay Services Points of Contact for Complaints Page/Wyoming ([http://www.fcc.gov/cgb/dro/trs\\_contact\\_list.html](http://www.fcc.gov/cgb/dro/trs_contact_list.html)), needs to be changed to: <http://www.wyomingworkforce.org/programs/vr/wrs.asp>. Additionally, on the Telecommunications Relay Services Points of Contact for Complaints Page/Wyoming, the TRS Provider needs to be changed from Sprint Relay to Hamilton Telecommunications. Finally, on the Telecommunications Relay Services Directory Page/Wyoming (<http://www.fcc.gov/cgb/dro/trsphonebk.html>), the address for Hamilton Relay needs to be 1006 12<sup>th</sup> Street, Aurora, NE 68818. Copies of all of the above mentioned FCC web pages, with the changes marked, are enclosed.



Administrative Office: 1100 Herschler Building, Cheyenne, WY 82002  
Phone & TDD (307) 777-7389 Fax: (307) 777-5939

Marlene H. Dortch

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October 22, 2004

If you have any questions, or need additional information, please feel free to contact me at (800) 452-1408 V/TTY or e-mail [lcieli@state.wy.us](mailto:lcieli@state.wy.us).

Respectfully,

A handwritten signature in cursive script that reads "Lori Cielinski".

Lori Cielinski  
TRS Program Consultant

LPC/mm

Enclosures: Copies of FCC web pages needing updates

cc: Jim McIntosh  
Steve Miedziak  
Dixie Ziegler